



## Complete Conversion, No Downtime: At Tessier Translations, New Technology is the Final Word



### SOLUTION SUMMARY

<b>Challenge</b>	For Tessier Translations*, the company's strength is their employees and the heart of their business is their computer network. Sixty employees in the Ottawa, Canada, headquarters translate large volumes of documents from English to French, and French to English. Sitting at aging workstations, translators and staff were plagued by inadequate systems. This growing business was being held back by dated technology, and server and desktop systems had to be replaced—without incurring any downtime.
<b>Solution</b>	Tessier selected Laurier Computers* to implement their well-researched conversion, using Intel® processors and other components. Sixteen real servers were installed and built with dual Intel® Xeon™ processors based on the Intel NetBurst® microarchitecture and the Intel® 7501 chipset with a 533-MHz system bus. Desktop PCs based on the Intel® Pentium® 4 processor, new monitors, and a variety of printers were also part of the complete solution.
<b>Solution Provider</b>	Laurier is a local, independent system builder and Intel® Product Dealer. Their focus on service, from pre- through post-sale, has made them one of the fastest growing computer hardware resellers in Canada.
<b>Vendors/Products</b>	Intel® Xeon™ processor-based servers Microsoft Windows Server 2003* operating system

### Business Challenge

With 48 full-time employees in Ottawa, Tessier is one of the fastest growing translation companies in Canada. Providing 24/7 accessibility to people and documents is critical to Tessier's ability to communicate with and meet the needs of their clients.

"When I joined Tessier in late 2002," said Paul Martineau, IT manager, "I found the company network consisted of older workstations, running terminal applications. There were four aging servers supporting 40 clients at a time—not one piece of the network puzzle met the needs of this growing business."

The company's proprietary translation database software, Wincarnet\*, is the primary application used by employees and clients. From the time clients send a job via e-mail or fax, Wincarnet software accepts the work and distributes it according to the client's request. The software also keeps track of each production step, including notifying the client when their work is finished. Clients can monitor each step in the production process, as well. With an application controlling so many aspects of the company's production, Tessier needed the hardware and support Intel offered.

Because the PCs being used as servers did not have the capacity to meet the needs of the translators, the loss in productivity was significant for Tessier. Martineau realized a solution that provided stability and security was critical to increasing productivity and to providing employees and customers with peace of mind.

Martineau, who had worked for Compaq\* and IBM\*, turned to a local computer hardware reseller and Intel® product dealer, Laurier Computers, to help with the massive conversion project. While some Tessier executives advocated a low-cost solution, others wanted the company to go with a name brand solution provider.

With Laurier and Intel, Tessier management got both.

**"The technology we had lacked the ability to keep pace with new, more robust applications, and both server and desktop PC failures happened frequently. The decrease in productivity through lost time, data, and translated text was potentially very costly, and corrupted software and system bottlenecks caused by a multi-product, multi-vendor network made the swift conversion a priority for our management team."**

**Paul Martineau**  
IT Manager  
Tessier Translations

## Business Solution

"The entire network had to be replaced, and getting the job done with zero downtime was our first goal," said Martineau. "Beyond that, we wanted providers that would be around for the long haul, and could provide us with the warranty support we needed."

Laurier's representative, Paul Ho, worked closely with Martineau to fine-tune the Tessier conversion plan and select the hardware and software that would best meet their needs. Building in multiple redundancies and closing the security gaps were critical to rebuilding the Tessier network.

"The first thing I did was stabilize the network with more adequate workstations consisting primarily of Intel® Pentium® 4 processors," said Martineau. "Next, we configured the other servers and distributed data by function. We have print and fax servers, Web servers, domain controllers, and mail exchange clusters."

Intel® Server Management keeps the network virtually worry-free, and allows Martineau to focus on other mission-critical IT

duties with confidence that the network exceeds management expectations. Tessier employees report virtually 10 times faster performance over the prior network, from faster logon to quicker file access. The difference, they say, is like night and day, and processor redundancy with Intel® Multi-path Boot and reliable memory operation have given Tessier the confidence that communication with customers and critical translation work can continue without interruption.

**"With customers all over the globe, we have increased our e-mail and file transfer access while saving money over traditional mail and fax costs. The money we've saved by going to server technology instead of dial-up fax and phone services has been significant."**

**Paul Martineau**  
IT Manager  
Tessier Translations

"The productivity increases enabled by the Intel® Pentium® 4 processor-based systems was immediately significant. Employees were so happy with the direct changes that we knew the rest of the conversion would be a huge success. Less stress and higher satisfaction translated into higher productivity almost immediately."

A major East Coast blackout is the only downtime Tessier has experienced since the conversion. Martineau explained that the servers could only run for about four hours on battery. However, temperatures in the server room during the blackout went up, and he was pleased to see that the Intel-based server could take the heat and perform server functions without any problems.

### LESSONS LEARNED

- **Do your homework.** Before selecting a solution Martineau spent two months researching their requirements by studying employee work patterns, needs, hardware and software. What they learned is that *real servers are not just for big businesses*—the performance, value, dependability, and scalability benefits apply to small businesses, as well.
- **Get what you want.** Martineau found that many companies charge more for their products as compensation for warranty support. Because downtime was not an option for Tessier, the immediate access to technical support and 24-hour warranty response was an important consideration.
- **Take advantage of Intel services.** Because real servers based on Intel Xeon processors include features like Intel Server Management and use the resources Intel offers, Tessier's conversion and ongoing implementation has been smooth and easy.

Solution provided by  
Laurier Computers

**Laurier  
Computer**

Intel works with the world's largest community of technology leaders and solution providers—from software and hardware to systems integration and services companies—that are all using Intel® products, technologies and services with a common goal of providing better, more agile, cost-effective business solutions for you.

**Find out more about a business solution that is right for your company by contacting your Intel representative or by visiting [www.intel.com/smallbusiness](http://www.intel.com/smallbusiness).**



Intel does not endorse or make any representations or warranties whatsoever regarding the quality, reliability, functionality, or compatibility of Tessier Translations's or Laurier Computers' products or services.

Intel, the Intel logo, Intel Xeon, Intel NetBurst, and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

\*Other names and brands may be claimed as the property of others.